



Job Description

Company Values	Delight Principles
Dedicated	To making sustainable choices and continuous improvement
Enthusiastic	Have willingness and passion for everything we do
Likeable	Being approachable, delightful, friendly and fun
Inclusive	Showing compassion, fairness and respect to all
Generous	Giving back and going the extra mile
Honourable	Working with integrity, honesty and accountability
Teamwork	Collaborating and communicating with others considerately

Job Title: Team Leader

Reporting to: Operations Manager

Summary of Role: Responsible for leading and supervising a team of Claim Handlers/Rental Property Finders/Claims Administrators and assisting with the day-to-day operations of Rapid Relocate. Embed our DELIGHT culture into every aspect of your work constantly exceeding customer and client expectations within your team.

Key Accountabilities / Activities: Leadership: Be a visual role model by consistently acting in a way that sets a good example to your team

- Coach, mentor, develop and support your team to achieve their goals, team goals and business goals
- Collaborate with all other Team Leaders on a regular basis to achieve greater success together
- Responsible for the HR processes e.g. RTWs, FWRs, PIPs etc. (with the support of the Operations Manager where required) and performance of your teams
- Responsible for the coordination of staff recruitment, job adverts and liaising with HR with the support and approval of the Operations Manager
- Deliver timely and clear written and verbal communications to keep the team informed and engaged
- Motivating, influencing and monitoring the team through periods of change and proactively supporting the RMT to develop and deliver successful implementations of new projects
- Act as an escalation point for your team, ensuring that everyone is following the escalation matrix (including self)
- Conduct monthly 121s with your team, setting clear expectations and actions, with any underperformance addressed and top performers recognised and rewarded. Underperformance to be managed in line with HR policies and procedures and the company's DELIGHT values. Oversee and enforce standards across the team
- Lead and embed a coaching culture within your team
- Escalation point for the business as per the escalation matrix
- Liaise with the Operations Manager, Technical Claims Manager and other Team Leaders re the prioritisation of daily activities, adjusting priorities/workload within your team accordingly to ensure all tasks are completed within the set time frames: Emails, First calls, Boards: Tonight / Arrivals / Departures / Weekly
- Responsible for your team's delivery of the AA service: the right solution offered at the right time within SLAs. Getting it right first time



- Ensure that your team thoroughly understand client requirements and the customer journey. Encourage your team to deliver to the highest standards in line with the company's vision, mission and DELIGHT principles
- Managing all new instructions assigned to your team and ensuring that first calls are made with the agreed client SLA as per current process
- Take ownership to resolve all EODs and Complaints received within procedures and SLAs, escalating to the Customer Success Manager only when additional support is required and as per the escalation matrix. Referring to the Operations Manager in their absence
- Support Managing Director, Account Director and Relationship Manager with monthly Client Reviews

General Duties:

- Improve your own and individuals' performance and the customer experience through regular call coaching, attending training sessions and sharing best practice
- Support individuals to achieve/exceed KPIs and team targets
- 'Shut down' the office as a key holder if on late or Saturday shift and your own computer each night; adhere and contribute to ESG initiatives

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the company's evacuation plan on hearing the alarm
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager

Hours of work

Full Time, 40 hours per week, covering our opening hours. Sundays and Bank Holidays as and when required due to business needs.

Opening hours – Monday to Friday 8.30am to 7pm, Saturday 10am to 4pm.

Package:

£ TBC per annum

Location:

Office based.

Flexibility:

Due to the nature of the business, a degree of flexibility is required, and you may be required to perform certain tasks not specific to your role when there is a business need to do so.

Person Specification:

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none">• GCSE English & Maths at Grade C or above	<ul style="list-style-type: none">• A-level/degree• Industry professional qualifications



Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Effective people leader and role model • Effective collaborator and relationship builder at every level and across teams • Problem solving, decision making and handling customer complaints • Influencing and motivating others to achieve success and through periods of change • Effective Performance Management • At least one years' experience in a similar role • Ability to work on own initiative and to tight timescales when necessary 	<ul style="list-style-type: none"> • Effective and engaging presenter and trainer • Previous operational experience • Experience of a regulated environment e.g. financial services
Communication Skills	<ul style="list-style-type: none"> • Excellent written and verbal communicator at all levels • Motivator and ability to influence and empower others • Good relationship builder • Active listening • Empathy 	<ul style="list-style-type: none"> • Powerful presenter
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Develop and maintain professional and positive working relationships • Proactive planning, organised • Effective time management and able to prioritise • Flexible approach • Attention to detail • Advanced intermediate in Microsoft Office systems including Excel, SharePoint and PowerPoint • Well versed in using data to prioritise team actions and drive success 	<ul style="list-style-type: none"> • Good commercial awareness • Ability to analyse data and make strategic recommendations • Training and presenting skills



Criteria	Essential	Desirable
Disposition	<ul style="list-style-type: none">• Open, friendly and collaborative• Customer centric people leader, a natural role model• Self-motivated, able to work independently and on own initiative• Willingness and ability to be flexible• Ability to get on well with a wide variety of people• Solutions focused with a positive "can do" attitude• Willingness to learn	<ul style="list-style-type: none">• Have an interest in the Insurance industry